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## **Mission**

To provide the highest quality of service to Seminole County veterans and their dependents by ensuring full access to all available benefits in recognition of service to their country.

## **Business Strategy**

Assist veterans/dependents with the Department of Veteran Affairs by filing claims for benefits to enhance the quality of life of Seminole County residents through the procurement of available educational, health care and financial assistance funded by various Federal government agencies. Other responsibilities include: making required visits to all shut-ins who are unable to travel to the County office, requiring staff training to better serve the clients, conducting speaking engagements to local civic groups, working with veterans' organizations within Seminole County and the State of Florida, and functioning as a liaison between those organizations and the Veteran's Services Group.

## **Objectives**

Increase outreach visits which will provide information to veterans in nursing homes, hospitals, etc. Continue support to the Casselberry Veteran's Service Office.

Increase number of outreach visits and presentations made to veteran service organizations, i.e., Disabled American Veterans (DAV), American Legion, Paralyzed Veterans of America (PVA), Veterans of Foreign Wars (VFW), and to various other community agencies, providing information to members on the availability of benefits and the procedures to be used in applying for these benefits.

Increase number of contacts with recently discharged veterans; invite them to visit our office to discuss all benefits available to them upon completion of their military service; and work closely with Florida Jobs & Benefits offices to employ these veterans.

Increase amount of Department of Veterans Affairs (VA) dollars awarded to Seminole County veterans through upgrading disability claims as warranted and through assisting in the appeal process in the event of denials.

## **Performance Measures**

	<b>FY 00/01 Actual</b>	<b>FY 01/02 Estimated</b>	<b>FY 02/03 Goal</b>
Claims processed/services requested	12,916	18,144	16,500
Veteran client contacts	13,742	16,149	15,500
Outreach visits	591	677	675

<b>Department:</b>		<b>COMMUNITY SERVICES</b>			<b>Seminole County</b>
<b>Division:</b>		<b>VETERAN'S SERVICES</b>			
<b>Section:</b>		<b>FY 2002/03</b>			
		2000/01 Actual Expenditures	2001/02 Adopted Budget	2002/03 Adopted Budget	% Change 2002/03 over 2001/02
<b>EXPENDITURES:</b>					
Personal Services		159,287	172,885	181,147	4.8%
Operating Services		9,674	11,555	11,083	-4.1%
Capital Outlay		0	0	0	
Debt Service		0	0	0	
Grants and Aid		0	0	0	
Reserves/Transfers		0	0	0	
<b>Subtotal Operating</b>		<b>168,961</b>	<b>184,440</b>	<b>192,230</b>	<b>4.2%</b>
Capital Improvements		0	0	0	
<b>TOTAL EXPENDITURES</b>		<b>168,961</b>	<b>184,440</b>	<b>192,230</b>	<b>4.2%</b>
<b>FUNDING SOURCE(S)</b>					
General Fund		168,961	184,440	192,230	4.2%
<b>TOTAL FUNDING SOURCE(S)</b>		<b>168,961</b>	<b>184,440</b>	<b>192,230</b>	<b>4.2%</b>
Full Time Positions		3	4	4	
Part-Time Positions		0	0	0	
<b>New Programs and Highlights for Fiscal Year 2002/03</b>					
<p>The Veteran's Service Office will be focusing its efforts on increasing public awareness of the broadening Veterans Administration benefits, specifically healthcare benefits and assistance with assisted living and nursing home care.</p>					
<b>Capital Improvements</b>	<b>2002-03</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Total Project Cost	0	0	0	0	0
Total Operating Impact	0	0	0	0	0